

SASB Table

As an electricity transmission and distribution company, we report according to the SASB framework for the Electric Utilities and Power Generation industry. We address all indicators in the standard that we consider to be material for our business and are legally able to report on as an Ontario-based utility.

All information is for Hydro One Limited unless there is an asterisk, in which case the information is just for Hydro One Networks.

SASB Topic	Indicator	2019	2020	2021
Energy Affordability	Average retail electric rate (\$/kWh)	0.16, residential	0.16, residential	0.16, residential
		0.18, commercial	0.21, commercial	0.19, commercial
		0.16, industrial	0.15, industrial	0.14, industrial
	Typical monthly electric bill for residential customers for 500 and 1,000 kWh of electricity delivered per month (\$)	94.39 for 500 kWh 158.15 for 1,000 kWh	94.57 for 500 kWh 158.50 for 1,000 kWh	98.27 for 500 kWh 161.32 for 1,000 kWh
Residential customer electric disconnections for non-payment, percentage reconnected within 30 days	70% reconnected within 30 days	There were zero disconnections ⁴²	71% reconnected within 30 days	
Discussion of impact of external factors on customer affordability of electricity, including the economic conditions of the service territory	Our customers continue to benefit from regulated rate mitigation measures that significantly address affordability concerns. At the same time, Hydro One remains sensitive to the needs of our low-income customers and customers who are impacted by COVID-19. We have supported them through this difficult period using a variety of measures, including the launch of a Pandemic Relief Program and connecting them to available assistance programs, such as the COVID-19 Emergency Assistance Program (CEAP) and the Low-income Energy Assistance Program (LEAP).			

SASB Topic	Indicator	2019	2020	2021	
Workforce H&S	Total recordable incident rate (%)	See ESG Performance Overview of the Sustainability Report			
	Total fatality rate (%)	0.01	0.01	0.01	
	Near-miss frequency rate (%)	5.7	19.4	17.7	
End-Use Efficiency and Demand	Percentage of electricity utility revenues from rate structures that are decoupled and contain a lost revenue adjustment mechanism ⁴³	• 51% revenue from Fixed charges • 49% revenue from Volumetric charges • None of our rate structures for our distribution or transmission contained an automatic lost revenue adjustment mechanism in 2019	• 57% revenue from Fixed charges • 43% revenue from Volumetric charges • None of our rate structures for our distribution or transmission contained an automatic lost revenue adjustment mechanism in 2020	• 62% revenue from Fixed charges • 38% revenue from Volumetric charges • None of our rate structures for our distribution or transmission contained an automatic lost revenue adjustment mechanism in 2021	
		Percentage of electric load served by smart grid technology (%) ⁴⁴	91.0	95.3	94.9
		Customer electricity savings from efficiency measures, by market (MWh)	185,017	183,189 ⁴⁵	93,773 ⁴⁶

⁴³ Calculated for our distribution business. The 2019 numbers were updated to include Hydro One Remote Communities Inc.

⁴⁴ To calculate the percentage of electric load delivered by smart grid technology, we calculated the total amount of electrical energy delivered to our customers with (or by) an active smart meter.

⁴⁵ The 2020 figure was updated from 183,156; this figure was based on information available at year-end.

⁴⁶ Energy savings were lower in 2021 due to the cancellation of the Conservation and Demand Management Framework in March 2019, resulting in fewer remaining projects in Hydro One's pipeline in 2021.

⁴² In 2002, there were zero disconnections because the Winter Disconnection Moratorium, a ban on disconnections, was extended throughout 2020 to assist customers who were struggling financially as a result of the COVID-19 pandemic.

SASB Table

SASB Topic	Indicator	2019	2020	2021
Grid Resiliency	Number of incidents of non-compliance with physical and cybersecurity standards or regulations	Hydro One is unable to disclose this information as it is subject to the confidentiality provisions of the IESO market rules.		
	(1) SAIDI (2) SAIFI and (3) CAIDI, inclusive of major event days	See ESG Performance Overview of the Sustainability Report		
	Distribution: Number of residential, commercial, industrial and other retail customers served (#) ⁴⁷	1,226,149, residential 112,549, commercial 8,074, industrial 34,169, other retail customers	1,242,291, residential 113,412, commercial 8,305, industrial 33,552, other retail customers	1,300,698, residential 118,710, commercial 9,033, industrial 48,044, other retail customers
	Transmission: Number of customers served (#) ⁴⁸	683	690	688
	Distribution: Total electricity delivered to residential, commercial, industrial, all other retail customers and wholesale distribution customers (MWh) ⁴⁹	12,872,825, residential 3,120,146, commercial 8,739,963, industrial 163,547, other retail customers	13,502,663, residential 2,997,600, commercial 8,981,474, industrial 157,966, other retail customers	13,991,403, residential 3,179,223, commercial 9,867,063, industrial 159,204, other retail customers
	Total electricity delivered to our Transmission system (MWh) ⁵⁰	230,966	229,877	231,917
	Length of transmission and distribution lines (km)*	2019 Sustainability Report (page 7), Hydro One At-A-Glance	2020 Sustainability Report (page 5), Hydro One At-A-Glance	2021 Sustainability Report, Hydro One At-A-Glance
	Total wholesale electricity purchased (MWh)*	27,536,661	28,379,018	29,965,814

⁴⁷ Numbers as of December 31. Other retail customers includes local distribution companies connected to Hydro One's distribution system, distributed generators, street lights, sentinel lights and unmetered scattered load.

⁴⁸ Numbers as of December 31. The number of customers our transmission system serves includes transmission delivery points of local distribution companies, transmission business customers and generators, as defined by the IESO.

⁴⁹ Other retail customers includes distributed generators, street lights, sentinel lights and unmarried scattered load and Wholesale customers includes local distribution companies connected to Hydro One's distribution system.

⁵⁰ This includes electricity delivered to local distribution companies, generators, transmission business customers and transmission delivered points as defined by the IESO and is calculated as the sum of 12 monthly peak demand from all transmission delivery points.